**Mahadevi**

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**Certified Salesforce Developer/Administrator**

**PROFESSIONAL SUMMARY**

* Around **7** years of overall professional Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills. More than **5+** years of extensive experience in **Salesforce.com CRM** and **Force.com** platform with proficiency as a **Developer** and **Administrator**.
* Experience in Salesforce.com Development using Force.com, **Visualforce** and **Apex**.
* Capable in developing client specific solutions using **Apex Classes**, **Apex Triggers**, **Controllers and Controller Extension**, **Components and Test Methods**.
* Prepared unit test cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.
* Have explored **Lightning Experience** to check the impact of enabling Salesforce Lightning Experience in existing implemented Salesforce system.
* Proficient in creating custom **objects, Role based page layouts, Workflow Rules** and **Approvals, Validation Rules, Custom Reports** and **data extraction** to various formats.
* Proficient in dealing with the functionalities related to the **Service cloud, Sales Cloud, Chatter.**
* Worked on Salesforce **Customization, Security Controls, creating Profiles, Roles, Users, Record Types, Page Layouts** and **Email Templates** etc.
* Performed **validation rules**, **work flows**, **e-mail services and approval process** using customization and Apex.
* Experience in setting update data visibilities by configuring **OWD, Criteria/Owner based Sharing rules** and **writing Apex managed sharing rules.**
* **Experience in building Salesforce1 applications for mobile devices using Salesforce Lightning Design System.**
* Created **Lightning** Components, added **CSS** and Design Parameters which improves performance.
* Accomplished case management automation (on case object) to track and solve customer’s issues. Implemented **Email-to-Case** entry and Manual case entry for entering customer’s **cases** in **Cases Tab**.
* Provided customers with best practice solutions as related to **Salesforce CRM**.
* Good exposure to **RDBMS**, **SQL** and **PL/SQL**, writing SQL scripts for efficient report generation.
* Great involvement in creating **Lightning Apps,** **Components**, **Controllers** and **Events**.
* Worked extensively on Cross browser compatibility checks for all developments and involved in fixing software defects, track bugs, close open defects and validate functionality.
* Installed Salesforce **AppExchange** Apps, configured and maintained user security permissions in compliance with organizational needs
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods, and Style Sheets
* Experience in **Integrating Salesforce with External services** using both **SOAP, REST Web Services**.
* Experience in creating **Lightning Components** using **aura framework**, creating **Visualforce Pages**.
* In-depth knowledge in Developing Apex code within **Governor Limits**.
* Knowledge of configuration and maintenance of security settings such as **role hierarchies**, **profiles** **and permissions,** **setting login hour and IP ranges** in compliance with organizational needs.
* Experience in **Data Loading** using **Import Data Wizard** and **Apex Data Loader**.
* Proficient in Data migration and Integration using tools like **Data Loader**, **Mule Soft** and **Froce.com** migration tools.
* Highly focused on analytics to measure KPI’s and created reports and dashboards for business users.
* Written **SOQL** and **SOSL** queries in Apex.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Repot Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Worked on Agile Methodology.
* Created Users and granted permissions in **Service cloud** as per the requirement.
* Provided customers with best practice solutions as related to **Salesforce CRM**.
* Designed and implemented Custom **Partner Communities** for several clients in order to access their various features based on their requirements.
* Experience using **JIRA** for issue tracking.
* Good experience in working on **Eclipse IDE** for writing business logics in Apex programming language.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change sets, Force.com Migration tool (Ant based scripts) and Workbench.
* Experience in implementing security and sharing rules at object, field and record level for different users at different levels of organization.
* Always willing to learn new skills to improve efficiency and increase knowledge base.
* Good working experience with Java Object Oriented Programming technologies and **HTML, CSS, JavaScript.**

**TECHNICAL SKILLS**

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| --- | --- |
| **CRM Applications** | Salesforce.com, Sales cloud, Service Cloud, Chatter, Communities, service console |
| **Salesforce Skills** | Force.com platform, Apex Language, Apex classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce (Pages, Components and Controllers), Standard objects, Apex Data Loader, REST, Workflow & Approvals, App Exchange, Web Services, Reports, Dashboards, custom objects, Force.com |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.co Explorer, Force.com Data Loader, Force.com, Force.com IDE(Eclipse) |
| **Programming Language** | Apex, SQL, Java Script, JQUERY, CSS, XML, XSL, XSD, MVC, J2EE, CVS, ANT. |
| **Web Services** | REST and SOAP API |
| **Deployment Tools** | Change sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench, and Jenkins. |
| **Tools** |  Web Management Console Application, Workbench ETL, GitHub, JIRA, ANT |
| **AppExchange apps** | Rollup Helper, Nintex Drawloop DocGen |

**Education:**

* Masters in Computer Science, Jawaharlal Nehru technological University, India.
* Bachelor of Computer Science, Osmania University, India.

**Certification**

* Salesforce.com Certified Force.com Admin (ADM-201).
* Salesforce.com Certified Force.com Developer (DEV-401).

**PROFESSIONAL WORK EXPERIENCE**

**Client – Harvard T.H Chan School of Public Health, Boston, MA July 2018 – Till Date**

**Role – Salesforce Developer/Admin**

**Team Size - 15**

**Roles and Responsibilities**

* Responsible for **requirement gathering from business users and prepare technical requirement** specification document, **Implemented Agile Methodologies** in developing SDLC.
* Proficiency in SFDC Administrative tasks including creating objects, fields, setting field level security, Profiles, **Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.**
* Analyzed complex business requirements and developed various **Visualforce Pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Controllers** to provide functionality to the visual pages.
* Worked on **Salesforce Lightning Components** **for building Customized Components** replacing the existing ones and also embed **Lightning Components in Visualforce** Page by using new Lightning out feature by **event driven programming**.
* Use **SLDS** to convert the VF pages to Lightning look & feel
* Enabled **Aura** **Framework**, by adding **Aura** **Attributes** and Aura Handlers for **Events** to focus on Logic and Interactions in Lightning Applications.
* Experience **Lightning Components** and Extensions that allow you to build reusable Components, Customize the **Salesforce1 Mobile App.**
* Performed **Migration** using **Change set** and Dream factory.
* Proficient in Handling **DML** events with use of Apex triggers.
* Well versed with various utilities like **workbench** and **Apex data loader**.
* Worked on **web services**.
* Created **Skills**, **Buttons** and **Agent Configurations** for **Live Agent** and wrote deployment code for support pages to meet business requirements.
* Implementation of **Batch Classes**, **Scheduled Classes** as a part of business requirement.
* Experience with **lightning** components and **lightning** bundle and customizing components according to the requirement. Good command on **JavaScript** to write **Apex** Controllers in **Lightning**.
* Have good hands on integration using the **REST API**.
* Experienced in **designing UI using Visualforce Pages. Wrote test scripts** for various scenarios.
* Used Nintex Drawloop DocGen App and Rollup Helper App from AppExchange.
* Integrated Salesforce with WordPress.
* Worked on Admin tasks related to page layouts, Fields, Dashboards and custom objects in **Service Cloud**.
* Worked on **case** **Management** including **Email** to **case** and case assignment rules
* Self-motivated and quick learner of new concepts and technologies.

**Environment**:-Apex , DML, Rest API, Approvals, Workflows & Approvals, Workbench, Live Agent/Service Console, Data loader, Reports, Dashboards, Page layouts, Roles, Lightning, Service Cloud, Force.com Platform.

**Client - TMNA Services, Philadelphia, PA Jan 2016 – Jun 2018**

**Role - Salesforce Developer**

**Team Size - 20**

**Roles and Responsibilities**

* Participated in analyzing the Requirements, preparing the Design documents based on the specifications and **Developing and Maintaining the application**.
* Developed **Apex Classes** (Custom/Extension Controller Classes), **Schedule Classes**, **Triggers on standard/custom objects** as per the user requirements.
* Worked on ANT Scripts for the list of Salesforce metadata components and deploy them to different Salesforce sandboxes.
* Interacted with business users and gathered user's requirements to develop necessary Test plans, **Test Cases and Test script**.
* Worked on **Translation Workbench** to translate and show the application in selected language.
* Written Apex unit test classes for **Triggers, Apex classes** to meet 75% of code coverage to migrate to Production instances.
* Created **VF** Components used repeatedly in **VF pages** to reduce the redundancy when needed.
* Customized Salesforce.com **Standard objects** like **Accounts, Opportunities, Leads, Cases, Tasks** and **Events**.
* Developed **custom objects, Fields**, **Dependent Picklist values**, **validation rules**, **Page layouts**, **Search Layouts and Tabs**.
* Migrated data into Salesforce using Data Loader, Informatics ETL tools.
* Involved in pre-deployment activities and was part of regressing and UAT.
* Developed **REST** based integration with Live Engage Application.
* Created many **Custom Objects** in the Org and defined **lookup and master-detail relationships** between the objects.
* Involved in using Lightning Design System, Process builder and **Workflows**.
* Extensively used Agile Scrum methodology to reach business team goal by gathering day to day requirements and building them using Force.com platform.
* Created **workflow rules**, **approval process** and defined actions like **Tasks**, **Email alerts**, **outbound message** and **Field updates**.
* Worked on customization of visual force to have **Lightning** experience for desktop and mobile applications.
* Worked on **Lightning pages** and **Record pages** for various functionality needs in the application.
* Worked with **SOQL** & **SOSL** queries with **Governor Limitations** to manipulate the data from Salesforce.com platform database.
* Worked with Agile methodology.
* Good understanding of standard chatter objects and their limitations.
* Used **Eclipse** based **Force.com IDE** and change sets to deploy Apex code.
* Maintained technical documentation for the functionality implemented.
* Performed **Integration, Regression, User Acceptance Testing**.

**Environment**: - Force.com Platform, Apex, Workflow rules, Approval process, REST, SOQL, SOSL, Governor Limits, Visualforce pages, Eclipse, Force.com IDE, Data Loader, ETL tools, Marketing cloud.

**Nwit.sys, Bangalore, India Sep 2011 – Mar 2014**

**Salesforce Admin**

* Worked on Sales cloud with **Accounts**, **Contacts**, **Cases** and **Solutions** to generate towards developing
* Business
* Objective is to generate new business, create a prospective client list and support sales representative to carry forward the positive leads.
* Created **workflow rules** and defined **task, email alert** and **field updates**
* Created various **Reports** (summary reports, matrix reports,)
* Analyzed the target customers for promotional purposes and through which efficiently increasing sales.
* Organizing Mails content for various clients.
* Research regarding the various software packages used.
* Market research for Companies to gather requirement for business purpose.
* Coordinating between developments, sales and marketing team.

 **Environment**: - Sales Cloud, Data Loader, Workflow, Approvals, Validation Rules, Reports, Standard objects,

 Page Layouts, Email Services.